

# Quality Systems Management

## Learning Outcomes

1. Demonstrate a critical understanding of the meaning of quality in terms of the products and / or services provided by their organisation
2. Use statistical process control (SPC) to help control and analyse processes
3. Interpret and critically evaluate data obtained from internal quality assessment and external quality assessment programmes.
4. Set up an internal quality audit programme; prepare audit checklists; perform internal quality audits; raise non-compliance notes and implement corrective actions
5. Perform a customer survey

## Core Dimensions

### CD1 Communication

Since learners are asked to demonstrate knowledge learning outcome 1, will map to level 2 a-c "Communicate with a range of people on a number of matters." LOs 2 -4 will also map to some extent

- a) communicates with a range of people on a range of matters in a form that is appropriate to them and the situation
- b) improves the effectiveness of communication through the use of communication skills
- c) constructively manages barriers to effective communication

### CD2 Personal and people development

Similarly all learning contributes to personal development and again the need to demonstrate knowledge will involve others, thus mapping to level 2 "Develop own skills and knowledge and provide information to others to help their development"

In particular a-c LO 3 will also map to f

- a) assesses and identifies:
  - feedback from others on own work
  - how s/he is applying knowledge and skills in relation to the KSF outline for the post
  - own development needs and interests in the current post
  - what has been helpful in his/her learning and development to date
- b) takes an active part in the development review of own work against the KSF outline for the post with their reviewer and suggests areas for learning and development in the coming year
- c) takes responsibility for own personal development and takes an active part in learning opportunities
- f) offers information to others when it will help their development and/or help them meet work demands.

## **CD4 Service Improvement**

LOs 1,4 & 5 will map to level 3 "Appraise, interpret and apply suggestions, recommendations and directives to improve services"

- a) identifies and evaluates areas for potential service improvement
- b) discusses and agrees with others:
  - how services should be improved as a result of suggestions, recommendations and directives
  - how to balance and prioritise competing interests
  - how improvements will be taken forward and implemented
- c) constructively undertakes own role in improving services as agreed and to time, supporting others effectively during times of change and working with others to overcome problems and tensions as they arise
- d) maintains and sustains direction, policies and strategies until they are firmly embedded in the culture inspiring others with values and a vision of the future whilst acknowledging traditions and background
- e) enables and encourages others to:
  - understand and appreciate the influences on services and the reasons why improvements are being made
  - offer suggestions, ideas and views for improving services and developing direction, policies and strategies
  - alter their practice in line with agreed improvements
  - share achievements
  - challenge tradition
- f) evaluates with others the effectiveness of service improvements and agrees that further action is required to take them forward
- g) appraises draft policies and strategies for their effect on users and the public and makes recommendations for improvement

## **CD5 Quality**

LOs 1,4 & 5 map across level 3 "Contribute to improving quality"

- a) acts consistently with legislation, policies, procedures and other quality approaches and promotes the value of quality approaches to others
- b) understands own role in the organisation and its scope and identifies how this may develop over time
- c) works as an effective and responsible team member and enables others to do so
- d) prioritises own workload and organises and carries out own work in a manner that maintains and promotes quality
- e) evaluates the quality of own and others' work and raises quality issues and related risks with the relevant people
- f) supports the introduction and maintenance of quality systems and processes in own work area
- g) takes the appropriate action when there are persistent quality problems.

## **Other core dimensions**

No specific mapping

## **Specific Dimensions**

### **Health and Wellbeing**

#### **HWB8 Biomedical investigations and interventions**

The knowledge gained in satisfying these learning outcomes should be equivalent to that required for level 3 “Plan, undertake, evaluate and report biomedical investigations and/or interventions”

a) evaluates relevant information to plan the range and sequence of biomedical investigations/interventions

required and determines:

- the specific procedures to be undertaken
- unusual aspects of cases (including any particular risks)
- the urgency with which procedures need to be carried out
- relevant legislation, policies and procedures

b) selects appropriate methods, techniques, equipment and analytical methods, in line with the resources available and evidence of effectiveness

c) carries out and monitors investigations/interventions in line with established procedures and protocols, taking the appropriate action in the case of incidents which put at risk health and safety or the quality of specimens

d) evaluates the outcomes of investigations/interventions and takes appropriate action in relation to anomalous or poor quality results or insufficient information

e) collates and interprets findings and outcomes and reports them to relevant colleagues in the appropriate format, clearly stating any limitations

f) provides valid information, advice and recommendations in relation to diagnosis, prognosis, treatment and individual management.

### **Information and knowledge**

#### **IK2 Information Collection and Analysis**

LO 4 & 5 will map to Level 3 “Gather, analyse, interpret and present extensive and/or complex data and information”

In particular b&c. LO3 maps to e,f & g

b) identifies appropriate and valid sources which can provide data and information of sufficient quality and quantity

c) identifies, develops and implements a range of valid, reliable, cost-effective and ethical methods for addressing the agreed questions and issues, minimising disruption to the people providing the data/information and complying with relevant legislation, policies and procedures

e) monitors the quality and quantity of the data and information and takes the necessary action to deal with

any problems and maintain data quality

f) collates and analyses data and information using methods appropriate to:

- the initial questions/issues to be addressed – the nature of the data and information

g) interprets, appraises and synthesises data and information appropriately and identifies:

- consistency and inconsistency in outcomes

- any limitations in the analyses used and continually holds issues raised open to

question